

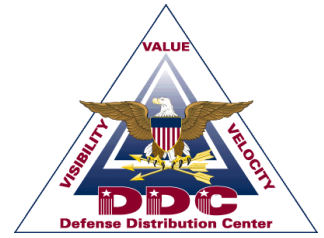
DURING AND AFTER COMPETITION

PWS DEVELOPMENT

February 19, 2003



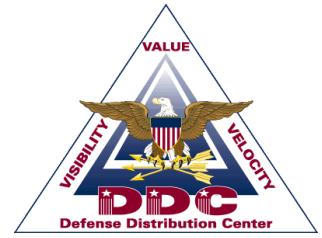
CHALLENGES



- Data gathering is continuous
- Changes to workload are constant
- Many different perspectives
- Ownership seldom clear
- Preparing employees for drastic change



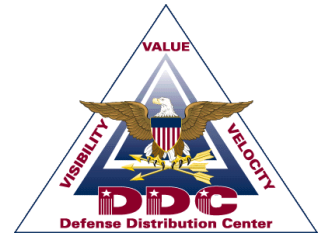
OBSERVATIONS



- Relationships between host and DLA not always clear as a result of DMRD 902 split
- Maintenance Support Mission is new to DLA
- The struggle between the camp--subject matter experts vs. policy experts
- The argument of “How” vs. “What”
- Struggle between template and individualized document



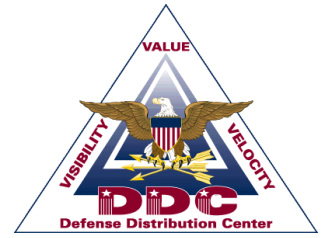
WHAT WORKED



- Center Teams with functional expertise
- Customer review and interaction with the host
- Customer representatives on the PWS Team
- Interviews with the workforce
- Consultant support
- Group review of PWS
- Union representative serves as member of Center Team
- Communications Team



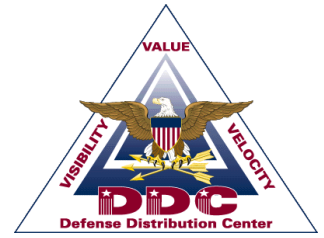
RECOMMENDATIONS FOR IMPROVEMENT



- Develop template PWS for each branch of the service (DDWG=DDHU=DDOO)
- Find a way to minimize changes
- Clarify ownership of PWS



IN SUMMARY



- Developing a comprehensive and accurate document is imperative--DDC has to live with the resulting outcome. Performance and contract administration issues can have costly implications.



QUESTIONS

